DOCUMENT RESUME

ED 351 576 CE 062 471

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TITLE The Employment Preparation Process.
INSTITUTION Dutchess County Board of Cooperative Educational Services, Poughkeepsie, N.Y.
PUB DATE [91]
NOTE 41p.
PUB TYPE Guides - Classroom Use - Instructional Materials (For Learner) (051)

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS Career Planning; *Employment Interviews; *Employment Opportunities; Employment Qualifications; *Entry Workers; High Schools; Job Applicants; *Job Application; Job Placement; *Job Search Methods; Postsecondary Education; *Resumes (Personal)

ABSTRACT

This five-section guide is intended to help entry workers find and secure jobs in a competitive job market. Sections include information on the following: finding job openings; filling out employment application forms (guidelines to follow, major components, and an application checklist); writing a resume (resume writing techniques, preparing your resume, key resume action-oriented words, resume checklist, and cover letter); handling job interviews (researching employers, questions, personal appearance, do's and don'ts for the interview, thank-you letter, and an interview checklist); and the job finding pyramid (a summary of the job search process). Blank forms for practicing the techniques covered in the booklet are provided. (KC)

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THE EMPLOYMENT PREPARATION PROCESS

Prepared by
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Job Placement Specialist

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
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DUTCHESS COUNTY

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THE EMPLOYMENT PREPARATION PROCESS

INTRODUCTION

So you are ready to enter the job market!! Good for you!! *How* you approach the vital job search task is extremely important. You will be developing a lifetime method for finding better and more interesting job choices. The average person entering the work force today will change jobs seven times during his or her working years. This person will change careers four to nine times.

Because of the structural changes in the labor market, there is far *more competition* for job openings today than there was in the past. Finding and getting a job in today's highly competitive and continually expanding job market demands very definite skills and know-how on the part of the job hunter--particularly when he or she is just getting started in a career. The difference between those who find jobs and those who don't, is *not* simply a matter of luck. Those who find jobs are successful because they know how to conduct an effective job search. They devise a thorough PLAN. They have a good STRATEGY.

JOB HUNTING TAKES WORK. It is abundantly clear that the competition for desirable jobs is much more intense than it used to be. If you want to find the right job, you *must* work at it. It may take several weeks of continuous effort. Jobs won't come to you, you have to go to the jobs.

A LETTER TO A YOUNG PERSON LOOKING FOR A JOB

Dear Applicant:

Today you came into my office looking for a job. From your reaction as you left, I suspect this was not the first time you weren't hired. You may think kids do not have a chance to find a job! That's not true. Many companies are hiring young people every day.

I hired a seventeen-year-old person named Pat today. You saw the person; neatly dressed, polished shoes, just generally well-groomed. No special training or experience either, just a good positive attitude. You see, the attitude you present is more important than wearing your favorite old jeans. Pat was willing to take time to learn about our company and our product. Pat also did a good job acting like a mature person. There is plenty of time to wear the old jeans and relax after work!

It is true, managers who are responsible for hiring people may not be real "hep," but they do make the decisions about hiring and firing. Even though some young people may reject our ideals, I have not seen anyone reject the paychecks we sign.

Maybe you should take time to use your dictionary! Look up the word "empathy." Put yourself in my shoes. I'm sorry you feel no one understands you, but I do have a responsibility to my company and its success. I need employees who are enthusiastic and have a good attitude about work. You may have these qualities, but I failed to see them--I saw the "mod" clothes, the "chip" on your shoulder and a bit of rebellion! Wake up! These qualities don't make car payments...

Maybe you should take a look in the mirror and take time to examine your attitudes. Your school record indicates you have a lot of potential. You have some self-evaluating to do before your next job interview. Get your act together!

Employers are searching for young employees. Our country needs its youth. Many people leading our country and businesses in the next 25 years are entering the job market today just like you. For your sake I hope you change your attitude!

Sincerely yours,

The Management

FINDING JOB OPENINGS

To locate the job you want, one that fully utilizes your knowledge and abilities and provides challenges and opportunities for advancement, you need to execute a *well planned job search.* Just as you are looking for a job, so are employers looking for the *right person* to be their *partner* in conducting their work. To find job openings you will need to locate employers who are looking for an individual with your qualifications. In the selection of possible employers, you should attempt to obtain a position in an establishment where you will be able to apply and use your interests, abilities, and skills; a company that will offer good wages, good working conditions, and opportunity for advancement. How do you find these employers? Potential employers can be found through a variety of sources, namely:

1. **THE HIDDEN JOB MARKET** - Most jobs are never advertised. In fact, as many as 85% of all jobs are not. Contact your friends, relatives and acquaintances. Tell them what kind of job you want and what skills and qualifications you have to offer.

2. **REFERRALS** - Whenever you talk to someone in your job search, always ask them if they know of someone else you can talk to who might:

   A. have a job opening in your field

   or

   B. know of someone else who would

3. **TECHNICAL CENTER PLACEMENT OFFICE** and your teacher.

4. **ASSOCIATION PUBLICATIONS AND TRADE JOURNALS -** Nearly every industry or business has a trade association. Association magazines and newspapers often have classified listings of job openings.

5. **CIVIL SERVICE ANNOUNCEMENTS**

A. ***Federal*** - check with your local post office or *write to*:

THE U.S. OFFICE OF PERSONNEL MANAGEMENT
Federal Job Information Center
26 Federal Plaza
New York, NY 10278

Telephone: (212) 264-0422

B. ***New York State Civil Service*** - check with the Personnel Offices of the various state agencies in Dutchess County.

C. ***County***

DUTCHESS COUNTY PERSONNEL DEPARTMENT
County Office Building
22 Market Street, 5th Floor
Poughkeepsie, NY 12601

Telephone: 431-2169

6. **COMPANY PERSONNEL OFFICES** - Even without an appointment, visit Personnel Offices. If an appropriate position is not available, request an Application Form and complete it prior to leaving that office.

7. **NEW YORK STATE DEPARTMENT OF LABOR**
Job Service Division
39 Academy Street
Poughkeepsie, NY 12601

Telephone: 471-9600

8. **YELLOW PAGES** - Use the index to identify types of organizations that you might be interested in and contact each one.

9. **PRIVATE EMPLOYMENT AGENCIES** - You should first determine *who pays* the agency's fee. If the employer *does not* cover the charge, determine your exact cost prior to enrollment. Bailey Employment Service, Dutchess Careers, Ethan Allen Personnel Placement, Forbes Services, Norman Personnel Consultants, Personnel Career Services, Inc., TAD Technical Services Corp., Dutchess Temps, GTI Temporary Services, Kelly Temporary Services, and Manpower Temporary Services specialize in arranging to fill positions by bringing together applicants and employers.

10. **NEWSPAPER HELP WANTED ADVERTISEMENTS.**

11. **YOU**, the job seeker, can place your own advertisement in the Help Wanted Advertisements under the section entitled *Situations Wanted* or *Employment Wanted.*

Since you will be contacting various sources at the same time, you must keep accurate records of your contacts and follow up on leads. Copies of correspondence and advertisements should be kept in your personal job search file. The form that follows will be useful for this record keeping.

If experience offers a final rule to govern the job search process, it is the necessity of *continuing that process without letup.* Your job search is not over until a definite offer of employment has been made and accepted.

Record of Contacts

Name of Employer	Address	Phone	Person Contacted	Date and method of Contact	Follow-up (action to take...) additional persons to contact

USE AND EFFECTIVENESS OF JOB-SEARCH METHODS

PERCENT OF TOTAL JOB-SEEKERS USING THE METHOD	METHOD	EFFECTIVENESS RATE*
66.0%	Applied directly to employer	47.7%
50.8	Asked friends about jobs where they work	22.1
41.8	Asked friends about jobs elsewhere	11.9
28.4	Asked relatives about jobs where they work	19.3
27.3	Asked relatives about jobs elsewhere	7.4
45.9	Answered local newspaper ads	23.9
11.7	Answered nonlocal newspaper ads	10.0
21.0	Private employment agency	24.2
33.5	State employment service	13.7
12.5	School placement service	21.4
15.3	Civil Service test	12.5
10.4	Asked teacher or professor	12.1
1.6	Placed ad in local newspaper	12.9
.5	Placed ad in nonlocal newspaper	**
4.9	Answered ads in professional/trade journals	7.3
6.0	Union hiring hall	22.2
5.6	Contacted local organization	12.7
.6	Placed ads in professional or trade journals	**
1.4	Went to place where employers come to pick up people	8.2
11.8	Other	39.7

This survey, conducted by the Bureau of Census, was obtained by collecting data from ten million job seekers.

* A percentage obtained by dividing the number of job-seekers who actually found work using the method, by the total number of job-seekers who tried to use that method, whether successfully or not.

** Base less than 75,000.

THE EMPLOYMENT APPLICATION FORM

The Employment Form is designed to meet the needs of a particular employer. The form will vary from company to company, but all Employment Application Forms really look for the same basic information that will help an employer make his decision as to whether or not he hires you.

The Employment Application plays a very important part in helping you get the job you desire. How you fill out the form can make the difference between "getting" and "not getting" the job. Filling out the form is a skill in itself. Many people lose jobs before they are interviewed simply because they create a *false impression* from the looks of the application. A qualified person can lose the job before he is interviewed because he has not stated information that is clear, concise, and slanted toward the employer's needs. *Don't sell yourself short.* You have the ability but you must put that ability to use.

REMEMBER, THE SECRET OF EMPLOYMENT IS NOT ONLY EDUCATION AND TRAINING, BUT PREPARING YOURSELF TO SELL YOURSELF TO THAT EMPLOYER. THE EMPLOYMENT APPLICATION FORM IS ONE OF YOUR SELLING TOOLS.

GUIDELINES TO FOLLOW

1. READ THE ENTIRE FORM FIRST. Read the entire form from start to finish before you begin to fill in any information on the form. Do not rush. Be sure to read all information. Think about your responses to the requests for information before you complete any item on the form.

2. CHECK THE INSTRUCTIONS TO SEE WHETHER YOU SHOULD PRINT OR WRITE. It must be remembered that on any job a certain amount of penmanship is necessary. If you are unable to express clearly and plainly your factual information on paper, it may seriously hurt you when applying for a job.

3. CHECK THE INSTRUCTIONS CONCERNING USE OF PEN AND THE COLOR OF INK.

4. NEATNESS. A messy, inaccurate application tells the employer that you aren't interested in obtaining the job, and don't care about impressing him. Would you, as the employer, want someone to work for you that didn't care about doing a job in the best possible manner? *Do not erase or cross out your responses.* If you make an error, ask for another form. Plan your answers, making certain that the answers will fit in the space provided. (You need to plan how to abbreviate or to write small when the space provided is very limited.)

5. SPELL ALL WORDS CORRECTLY.

6. FILL IN ALL BLANKS COMPLETELY AND ACCURATELY. If a question does not apply to you, answer it with "Not Applicable," "N/A," "No" or "None." Never leave a question blank or unanswered.

7. PROVIDE ACCURATE AND COMPLETE INFORMATION. It is important that you give accurate information about:

    a. Your home address, telephone number, social security number, and date of birth.

    b. Your education to include names of schools attended, complete address, dates attended, date of graduation, and major course of study.

    c. Former employers to include firm name, complete address, telephone number, name of supervisor, dates employed, job duties, beginning and ending salary, and reason for leaving.

8. BE HONEST. You are presenting yourself to a prospective employer, and the employer has the right to check all the information given on your Employment Application Form.

9. REFERENCES. All application forms will ask for references. You should have three to five good references. You should know the names, complete addresses, telephone numbers, and occupations of your references. A reference is the name of a person who is able and can give an objective written and/or verbal testimonial of you regarding your personal background, education, experience, training, character, and abilities that you possess. *You should ask an individual's permission to use his/her name as a reference before placing it on the application form.*

    Who might you use as a reference? It could be a former employer who liked your work, a pastor or minister of your church, a teacher, principal, guidance counselor, family doctor, dentist or lawyer, businessperson in the community, or a friend of your parents who is working.

References that are not accepted are relatives, members of your own family and friends your own age. It is felt that friends your own age, have not for the most part, established themselves in the world or work. Relatives and members of your own family might give a slanted opinion.

10. SALARY. Most application forms will ask the salary you expect to receive. If you know what the job pays and you are happy to work for that amount, write the figure in the space provided. If you do not know the figure, write *Open for discussion, Prevailing wage* or *Negotiable.*

TERMS

SURNAME is your last name.

NEXT OF KIN OR WHOM TO NOTIFY IN CASE OF EMERGENCY is your husband, wife or parents.

SPOUSE is your husband or wife.

NUMBER OF DEPENDENTS is the number of other people (in addition to yourself) who are dependent on you for their support.

SOURCE OF REFERRAL means how you found out about the job opening or decided to apply at the particular firm.

SUBJECT CONCENTRATION, COURSE, PROGRAM OR MAJOR is the type of classes you took at school, the name of the program in which you were enrolled, or the area in which you specialized.

EXTRACURRICULAR ACTIVITIES means any clubs, sports teams or other school activities in which you participated outside of classes.

BONDED You may be asked if you have ever been bonded. A bond is an insurance policy in which a bonding company guarantees payment to an employer in case the employer loses money because of the dishonesty of an employee.

COMPENSATION CLAIM is receiving benefits for an on-the-job injury.

MAJOR COMPONENTS OF EMPLOYMENT APPLICATION FORMS

PERSONAL:

1. Name (full)
2. Address (include zip code)
3. Telephone (include area code)
4. Social Security Number
5. Citizenship (or permit to work in this country)
6. By whom referred
7. Position desired
8. Qualifications for job desired
9. Salary desired
10. Conviction for serious crimes (felony, refused bond)
11. Physical problems (which interfere with ability to perform job)
12. Relatives or friends now employed by company
13. Date of availability
14. Knowledge of foreign languages
15. License to operate a motor vehicle
16. Willingness to relocate

EDUCATION:

1. Names of schools attended
2. Dates of attendance
3. Years completed
4. Major field of study
5. Degrees received
6. Class standing
7. Grade average
8. Activities (honors, clubs, out-of-school interests)

PREVIOUS EMPLOYMENT:

1. Start with present or most recent
2. Name of company, address, and telephone number
3. Name of employer or supervisor
4. Nature of work
5. Wage
6. Reason for leaving
7. Dates of employment

MILITARY:

1. Branch of service
2. Dates of service
3. Highest rank
4. Type of discharge
5. Main duties in service

REFERENCES:

1. Get permission from reference to use his/her name
2. Don't knowingly use a poor reference
3. Alert reference as to type of job you are seeking and your qualifications

APPLICATION CHECKLIST

Once you have finished your Employment Application Form, look it over and make believe you are an employer looking it over. Does the application form impress you? Would you be interested in talking with the person? REMEMBER THE APPLICATION FORM IS REFLECTING YOU AND GIVES THE EMPLOYER A PRELIMINARY IMPRESSION OF YOU. Make a good impression. You are attempting to sell yourself and all of your qualities.

1. Did you follow directions on the application form?
2. Are your answers neat, clear, and legible?
3. Did you use correct grammar, punctuation, and spelling?
4. Did you spell your references' names correctly, give their complete addresses and telephone numbers?
5. Did you present your qualifications clearly?
6. Are all dates accurate?
7. Have you double-checked the application carefully for any errors or omissions?

Complete the detailed "Employment Application Data Form" in the left section of the folder and take it with you when you apply for a job.

The Resume

The Resume

The need for qualified and trained employees never ceases in today's highly competitive business world. The supply and demand exists in all occupations whether it be Secretary, Tool and Die Maker, Accountant, or the Top Executive. The resume is one of the most effective means of bringing together this supply and demand. The importance of the resume in your job search cannot be overstated. Your resume must stand out. It should assure a prospective employer that you are the candidate he/she would like to know better --- and HIRE.

A resume is a condensed analysis or outline. It shows in short written form the history of your employment, education, and background to date. You present it to an employer for a preliminary evaluation of your qualifications.

You advertise yourself by means of the resume. Your resume should reflect growth and advancement. You must sell your potential value and arouse enough interest to achieve two results:

1. Secure an interview
2. Make that interview successful

Your resume can prepare you for the interview by gathering together in one source critical facts about you that may be expanded on during the interview.

When you prepare your resume, remember, it must be one that will be selected from a stack of hundreds. It must highlight your personal strengths and accomplishments. ***YOU MUST SELL YOURSELF***.

RESUME WRITING TECHNIQUES

1. BE BRIEF AND CONCISE - Avoid long words or lengthy sentences. Your resume may not be read if it is too long.

2. BE CLEAR - Do not use vague and general statements. Say exactly what you mean in a simple fashion.

3. BE ACCURATE - Discrepancies in your statements lead to questioning. Truthfulness is the best bet! Remember! You may be checked on what you claim in your resume.

4. BE NEAT - *Type your resume.* Be sure there are no erasures or strike outs.

5. BE CORRECT IN YOUR ENGLISH - Use proper spelling and grammar. Do not contradict your education!

6. BE COMPLETE - Avoid abbreviations for company names, dates, and titles. Your resume is too long if you must abbreviate.

7. BE CONSISTENT - Do not switch writing techniques in the middle of your resume. Eliminate using the pronoun *I*. If you use a complete sentence such as *Records are posted on a daily basis*, do so all the way through the resume. If you use a phrase style such as *Post records daily*, do so all the way through the resume.

8. WRITE, REWRITE, AND POLISH - Writing a successful resume requires effort. Hours of careful planning and preparation may be needed to make each word convey your strengths. Eliminate every unnecessary word or phrase and ask others to judge whether your resume clearly sells you.

9. BE ATTRACTIVE - Make your resume visually pleasing. Use <u>underlining</u> and capital letters to emphasize important items. Leave plenty of *white space* to create a clean, inviting impression.

10. PAPER - Use white bond. If you prefer color, stay with beige, grey or ivory.

SUGGESTED *DON'TS* IN PREPARING THE RESUME:

- *Don't* include a picture of yourself.
- *Don't* state religious affiliations.
- *Don't* list salary objectives or current salary.
- *Don't* list relatives as references.
- *Don't* sign or date the resume.

PREPARING YOUR RESUME:

FORM: How you communicate your message - is the very first thing communicated to the reader. To keep it simple, we are going to use only one form, the *chronological resume*. The information is organized under the following headings:

- *Personal Information*
- *Career Objectives*
- *Employment History*
- *Education*
- *Extra Curricular Activities*
- *References*

RESUME FORMAT

NAME **ADDRESS** **TELEPHONE NUMBER**

JOB OBJECTIVE	Be as precise as possible. Tailor your career goal to the position for which you are applying.
EMPLOYMENT HISTORY	Begin with your present position and work back through your earlier experiences. In describing your jobs, include the specific tasks performed, the skills required, the scope of responsibility and any promotions or accomplishments. Employers are interested in evidence of maturity, demonstrated responsibility and significant achievements. If you are a recent graduate, you can state part-time employment during the school year, summer and volunteer work.
EDUCATION	This section should include the names of your schools, starting with the most recent program, major area of concentration, degree or certificate and any scholarships or awards received. Professional certifications, research and relevant continuing education courses should be included. An attached transcript of courses taken and grades received may be helpful.
EXTRA CURRICULAR ACTIVITIES	Involvement in activities beyond the regular routine such as sports, memberships in organizations, fluency in foreign languages and hobbies which provide some clues to your personality and abilities. Include certificates, (e.g. swimming, piano) and special skills or training (e.g. first aid).
REFERENCES	Include people who can confirm your suitability for the job. Choose your references carefully and make sure that you consult them before using their names. Inform them of the jobs which are of interest to you and ask them if they are able to give you a good recommendation. Include names, titles, organizations, addresses and telephone numbers.

KEY RESUME ACTION ORIENTED WORDS

Accelerated
Achieved
Administered
Analyzed
Built
Conceived
Conducted
Contracted
Contributed
Converted
Created
Cut
Delivered
Developed
Devised
Directed
Doubled
Drafted
Edited
Eliminated
Established
Evaluated
Exhibited
Expanded
Formulated
Generated
Headed
Implemented
Improved
Initiated
Innovated
Installed
Invented
Launched
Maintained
Managed
Negotiated
Operated
Organized
Performed
Planned
Prepared
Produced
Programmed
Promoted
Provided
Recommended
Reduced
Reorganized
Researched
Set Up
Simplified
Sold
Solved
Streamlined
Strengthened
Succeeded
Supervised
Supported
Trained
Translated
Trimmed
Tripled
Uncovered
Unified
Unraveled
Widened
Won
Wrote

Mary R. Poston

180 Main Street

Poughkeepsie, New York 12603

Telephone: (914) 471-8800

EDUCATION:

POUGHKEEPSIE HIGH SCHOOL
Forbus and May Streets, Poughkeepsie, New York 12603

Major Emphasis: Secretarial Science -- June, 1990 Graduate
Extra Curricular Activities:
Varsity Volleyball (2 years) Co-Captain
Varsity Basketball (3 years)

DUTCHESS COUNTY BOCES TECHNICAL CENTER
578 Salt Point Turnpike, Poughkeepsie, New York 12601

Word Processing Program - 1000 Hours -- June 1990 Graduate
***Award*:** Cooperative Work Experience Program

EMPLOYMENT EXPERIENCE:

April, 1989 to PRESENT — QUALITY INSURANCE AGENCY
155 South Road, Poughkeepsie, New York 12601
Position: Secretarial Assistant (PART-TIME AND SUMMERS)

February, 1990 to June, 1990 — INTERNATIONAL BUSINESS MACHINES CORP.
P.O. Box 950, Poughkeepsie, New York 12602
Position: Cooperative Work Experience Program Trainee (PART-TIME)

PERSONAL DATA:

Date of Birth:	February 9, 1972
Social Security Number:	056-35-6587
Health:	Excellent

REFERENCES:

Mrs. Maxine Hayden
Word Processing Instructor
DUTCHESS COUNTY BOCES TECHNICAL CENTER
578 Salt Point Turnpike
Poughkeepsie, NY 12601

Telephone: (914) 471-9200

Mrs. Patricia Carbone
LMS Instructor
DUTCHESS COUNTY BOCES TECHNICAL CENTER
578 Salt Point Turnpike
Poughkeepsie, NY 12601

Telephone: (914) 471-9200

Mr. Philip Berwald
Vice President
EMPBANQUE CAPITAL CORP.
1 Old Country Road
Carle Place, NY 11514

Telephone: (516) 741-8810

Mr. Donald Pizza
Office Manager
ORANGE COUNTY CABLEVISION
Walden, NY 12586

Telephone: (914) 778-3840

RESUME CHECKLIST

		YES	*NO*
1.	What have you forgotten to put in?	___	___
2.	What points need improvement?	___	___
3.	Will the employer want to interview you after reading your resume?	___	___
4.	Have you shown your past experience to best advantage?	___	___
5.	Does your resume depict the REAL YOU?	___	___
6.	What would your English teacher think of it?	___	___
	Spelling, grammar, organization, neatness?	___	___
7.	Can you support each claim you have made?	___	___
	Is anything exaggerated?	___	___
8.	Can any words be eliminated without changing what you want to say?	___	___
9.	In reading your resume from an employer's perspective, have you shown how you stand out as a promising potential employee?	___	___
10.	Have you been positive throughout?	___	___
11.	Have you used the proper terms?	___	___
12.	Have you put forth enough effort on your resume to do it as well as you can?	___	___

Your resume will be a "Career Portrait." This portrait will introduce you to a prospective employer. Its aim is to open the door to the job you want. It is an important key to your future. WRITE IT WELL.

Now that you have a good resume, USE IT! Make a careful selection of firms that may be interested in your background and for which you would like to work. Don't be frugal about the number to whom you send the resume. The larger the mailing, the better the number of responses.

Always keep a record of every time you send out your Resume and Cover Letter (*see page 21*). This record will be helpful in preparing your follow-ups and will assure that you have names, dates, etc. in a convenient place.

Always carry copies of your resume when you report for an interview.

Give copies to friends, acquaintances and associates who may be in a position to *hear of something*.

COVER LETTER

When responding to an advertisement or writing to inquire if a position exists, utilize a short, typewritten business letter. The letter, which accompanies your resume, is called a *Cover Letter* or *Letter of Application.* Its purpose is to motivate the prospective employer to read your resume and open the door to an interview. You will need to exercise great care in writing a good letter so it achieves worthwhile and positive results. The letter must stand out from the many other cover letters the employer will receive. It must reflect, as far as possible, you and your own personality. It must show that you, the job seeker, are a solid, sincere, and dependable type of person. The letter must be to the point and excite the employer's interest so he/she will want to meet you. In short, it **MUST SELL YOU.**

IN PREPARING YOUR COVER LETTER:

1. Use good quality bond paper (8 1/2 X 11 white paper) and a standard business letter style.
2. Type the letter.
3. Address your letter to a specific person - the person in the company who has the ability to hire you.
4. Keep it brief. The first paragraph should attract attention and convey a sense of self-confidence without appearing aggressive, familiar or humorous. You need not cover the same ground as your resume. Your letter should sum up what you have to offer and act as an *introduction card* for your resume. The letter should not be more than *one page.*
5. State a definite job. Don't say that you want any kind of job.
6. If you are responding to an advertisement, always state the title of the job as advertised, and where and when it was placed.
7. Establish the connection between what you have to offer and the employer's needs by briefly describing some high points of your background.
8. Be sure to refer to your resume. It gives the facts.
9. *Always ask for a personal interview.* Make arranging the interview as easy as possible for your prospective employer.
10. Make certain that the employer knows how and where he/she can contact you.
11. Make a copy of the letter for your records.

COVER LETTER FORMAT

Your present address
City, State Zip Code
Date

Name of Person and Title
Name of Company
Address
City, State Zip Code

Dear Mr. :

1st paragraph: Tell why you are writing. Name the position for which you are applying. If you know there's a job opening, explain how you found out about it. For example, if you read about the job in the want ads or one of your teachers told you about the job, mention this in this paragraph.

2nd paragraph: Highlight your qualifications. Briefly explain how your qualifications have prepared you for this job. *Make reference to your enclosed resume.* Encourage the employer to refer to it for further information about your qualifications.

3rd paragraph: Ask the employer for an interview. Make sure you mention where you may be reached by telephone.

4th paragraph: Include a short concise statement expressing your appreciation for the consideration of your job inquiry.

Very truly yours,

(Your handwritten signature)

Type your name

SAMPLE COVER LETTER

180 Main Street
Poughkeepsie, New York 12603
March 6, 1991

Mr John Adams
Personnel Manager
Whitaker Publishing Company
182 West Meridian Street
Poughkeepsie, New York 12601

Dear Mr. Adams:

I would like to be considered as an applicant for the Secretarial position which was advertised in today's edition of the *Poughkeepsie Journal.*

The combination of duties appeals to me. From the enclosed resume, you will note my high school majors were Secretarial Science and Word Processing. In addition to my education, work experience obtained with an insurance agency and a major international firm will enable me to meet the position requirements.

I would appreciate an opportunity for a personal interview scheduled at your convenience, and can be contacted at telephone 471-8800.

Thank you for your consideration of my application and I look forward to meeting with you.

Very truly yours,

Mary R. Poston

Enclosure

The Job Interview

The Job Interview

The empoyment interview is one of the most important events in a person's experience, because the 20 or 30 minutes spent with the interviewer may determine the entire future course of one's life. Yet interviewers are continually amazed at the number of applicants who drift into job interviews without any apparent preparation and only the vaguest idea of what they are going to say. Their manner says, "Well, here we are."

The interview is usually the most important step in getting a job. Your application form, resume, letter of application, or telephone call may have caught the employer's attention. It is the personal interview that will determine if you are offered the job. For the employer, the purpose of an interview is to evaluate the applicant in person. The interviewer wants to find out about your *PERSONALITY, YOUR EDUCATION AND TRAINING, YOUR WORK EXPERIENCE, AND YOUR SKILLS*. For you the job seeker, the purpose of the interview is to convince the employer that you're the right person to hire for the job. It is your showcase for merchandising your talents. It is your opportunity to convince the employer that you can make a real contribution to the firm. Equally important, it gives you a chance to evaluate the job and the employer. It enables you to decide if the job meets your career needs and interests and whether the employer is of the type and caliber you want to work for.

It takes a little time and effort to prepare fully for a job interview. To prepare for the interview, follow these tips:

- Learn about the employer.
- Make a list of questions to ask the interviewer.
- Decide what to wear and the records to take with you.
- Think about the questions you might be asked.
- Practice for the interview.

Do some research on the company interviewing you. It will be helpful to know how old the company is, what its products or services are, where its plants, offices, or stores are located, possibilities for growth and expansion, and how its prospects look for the future. This information can be obtained from one of the company's employees, Company Annual Reports, and library references such as Dunn and Bradstreet's Directory, Moody's Industrial Manual, Standard and Poor's Register of Corporations, and state published business directories. Complete the form on the following page prior to each interview as it will assist you in your basic research of the firm.

RESEARCHING EMPLOYERS

Complete this form for each interview. Information can be obtained through your local library.

INFORMATION FORM

NAME_____

ADDRESS_____

HEAD OFFICE_____

TELEPHONE_____

NUMBER OF EMPLOYEES_____

PRESIDENT/OWNER OF COMPANY_____

PRODUCTS_____

WHO ARE THEIR CUSTOMERS?_____

ANY COMPANY BACKGROUND OR HISTORY_____

HOW LONG HAS THE COMPANY BEEN IN OPERATION?_____

DOES THE COMPANY OFFER ANY BENEFITS?_____

DO YOU KNOW ANYONE WHO WORKS FOR THIS COMPANY?_____

HOW DID THEY GET THEIR JOB?_____

WHAT QUESTIONS WOULD YOU ASK ABOUT THE COMPANY?_____

_____

_____

QUESTIONS DURING INTERVIEW

MAKE A LIST OF QUESTIONS TO ASK THE INTERVIEWER -- Job interviews allow both the employer and the candidate to evaluate each other and to raise questions so that each may make a better employment decision. There are many lists of the kinds of questions asked by employers. Far less attention is paid to the questions which candidates might ask the interviewer. As you prepare for the interview, *write down several questions you would like to ask the interviewer* about the job and the company. Asking questions, like researching the company, shows the employer that you have a serious interest in the firm. You, the applicant, might ask the following questions:

What will my job duties be?
How will I be trained for the position?
With whom will I be working?
What are my hours of employment?
Will I be required to work overtime hours?
What are the opportunities for advancement?
Does this company have a promotion from within policy?
What method of employee evaluation is used?
How often are employees evaluated?
Does the company offer a formal training program for this position?
Are employees reimbursed for job related courses taken at colleges?
May I see the area where I will be working?
Is it possible to transfer from one division to another?
How much independence is allowed in dress and appearance?

AVOID ASKING QUESTIONS ABOUT THE SALARY AND FRINGE BENEFITS AT THE BEGINNING OF THE INTERVIEW. In your preparation, attempt to determine the prevailing wage rate for the position you are seeking.

THINK ABOUT THE QUESTIONS YOU MIGHT BE ASKED -- During the interview, the interviewer will try to evaluate your interests, your ability to adjust to ever changing circumstances, your potential for growth and development, and DETERMINE IF YOU'RE THE RIGHT PERSON FOR THE JOB. This will be done through questioning and conversation. You should be ready right at the start for at least one surprise question. Interviewers favor one of the following openers:

1. Tell me a story and/or tell me something about yourself?
2. What can I do for you?
3. Why are you interested in this company?

You need to become familiar with these questions, the questions listed on page 27, and think about how you would answer them.

PERSONAL:

Tell me a little about yourself.
Do you have any hobbies?
Did you participate in any extra-curricular activities? What were they?
Do you think they were worth the time you devoted to them?
Do you prefer to work with others or alone?
How did previous employers treat you?
Is it difficult to get along with people with different backgrounds and interests than your own?
What have you done that shows initiative and willingness to work?
What do you hope to be doing ten years from now?
How do you spend your spare time?
How much money do you hope to be making at age 30?
What have you learned from your past jobs?
What kind of boss do you prefer?
Are you willing to go where the company sends you?
What is your major weakness?

PAST WORK EXPERIENCE:

What part-time jobs have you held? What full-time jobs have you held?
What were your duties?
Did you like your past job or jobs? Why did you leave?

EDUCATION:

How much education do you have?
Have you had any special training?
What courses did you like best? Least? Why?
How did you spend your vacations while in school?
Did you have difficulty getting along with fellow students and/or instructors while attending school?

DIRECT HIRING QUESTIONS:

In what type of work are you most interested?
What kind of job do you want?
Are you looking for a permanent or temporary job?
How did you become interested in this field?
Why are you interested in this particular type of job?
What do you know about the company?
Why do you want to work for this company?
What makes you think you are qualified for this job?
What do you have to offer us?
What are the disadvantages in this field?
What job in our company would you choose if you were entirely free to do so?
What are your ideas about salary?

PRACTICE FOR THE INTERVIEW -- Role play interviews with friends or family so that you may be a bit more comfortable when talking about yourself. Practice answering the questions, and try to make your answers sound natural and positive. It is normal to be nervous during the interview. Nervousness is to be expected; experienced interviewers discount a certain amount of nervousness. Practicing will give you more self confidence and help you feel more relaxed during the actual interview.

CHECK YOUR DRESS AND GROOMING CAREFULLY

MALES

Hair	Clean, trimmed, no long sideburns.
Face	Clean and shaven.
Teeth	Carefully brushed, in good repair. No unpleasant breath.
Hands	Clean, smooth, nails clean and trimmed.
Cleanliness	Bath and deodorant and clean underwear.
Suit	Conservative, clean, pressed, brushed, no odor.
Shirt	Freshly laundered, white, no sport style.
Tie	Conservative, clean, neatly tied.
Socks	Clean, conservative, no holes, not white.
Shoes	Well shined, no run-over heels.
Posture	Stand tall, head erect, back straight, stomach flat. No hands in pockets.

FEMALES

Hair	Clean, well brushed. Brush your shoulders after combing.
Face	Moderate make-up.
Teeth	Carefully brushed, in good repair. No unpleasant breath.
Hands	Clean and smooth, nails clean and short, light polish, not chipped.
Daintiness	Bath and deodorant and clean underwear daily. Remove underarm hair.
Dress or Suit	Conservative, clean, pressed, no odor. Hemline even. No slip showing.
Stockings	Clean, no runs, no visible hair on legs.
Shoes	Cleaned, polished, medium heel, not run-over.
Posture	Stand tall, head erect, back straight, stomach flat.

GET A GOOD NIGHT'S REST THE NIGHT BEFORE YOUR INTERVIEW.

You should be prepared to take the following items to your interview:

An extra copy of your resume
Pens, (blue and black)
Pad of paper
Social Security Card
Working Papers
School Transcripts
References
Birth Certificate
A collection of your work samples if appropriate

DO'S FOR YOUR INTERVIEW

Arrive 15 minutes early.
Act alert, attentive, interested, and ready to work.
Smile or at least look pleasant.
Speak distinctly.
Show your eagerness by your walk.
Stand up and sit up straight.
Let the interviewer lead the discussion or control the interview.
Answer questions directly and truthfully.
Thank him/her when the interview is over.
Display documents only when more facts are requested.
Use proper grammar.
Look at the interviewer while he/she questions you.
Sell qualifications rather than need for job.
Be as poised as possible.
Be yourself.
Be natural in your actions.
Be pleasant and natural but business-like.
Be realistic in discussing salary.
Make a written note of time, date, place when asked to call or return for another interview.
Dress appropriately for the job interview.
Be well groomed.
Remove your hat when entering the office.
Display confidence and sureness.
Think positive.

DON'TS FOR YOUR INTERVIEW

DON'T take anyone with you.
DON'T criticize former employers or workers.
DON'T talk about personal, domestic or financial problems.
DON'T lean or put your hands on the employer's desk.
DON'T sit until you have been invited to do so.
DON'T sprawl in your chair.
DON'T emphasize your need for a job.
DON'T give petty excuses such as:
The work was too hard; the people I worked with were not nice.
DON'T mention a salary figure lower than you would be willing to accept.
DON'T ask too many small, unimportant questions.
DON'T call yourself *Mr.* or *Miss.*
DON'T snow the interviewer under with documents.
DON'T use slang.
DON'T interrupt.
DON'T misrepresent yourself.
DON'T ask about salary, working hours, or vacation policies immediately.
DON'T play with tie, rings or pencils.
DON'T tell jokes.
DON'T be overly friendly.
DON'T talk about irrelevant information.
DON'T be a self-centered, *know-it-all type.*
DON'T walk in as if you were on a Sunday Afternoon Stroll.
DON'T shake hands like a dead fish.
DON'T think or feel pessimistic.
DON'T go into an interview carrying a lighted cigarette.
DON'T chew gum.
DON'T go in squinting - wear glasses if you need them.
DON'T apply for a job when you have an unpleasant, sniffling cold.
DON'T wear lodge emblems, political buttons, or other insignia.

Be aware of signs that your interview is ending. When your interviewer indicates that the interview is over, rise, thank him/her for granting you the interview, and leave. On the way out, take time to thank the receptionist or secretary whom you initially met.

THANK YOU LETTER

When was the last time you received a thank-you letter or note from someone you helped or came to your party or dinner? Chances are you receive few such letters. Furthermore, you remember those you receive, and you tend to have a positive impression of the individuals who sent them. Why? Because they are *thoughtful people.*

THOUGHTFUL PEOPLE ARE REMEMBERED. When conducting a job search, you should always strive to *stand out from the other candidates.* Thank people for their advise, time, and consideration. Interestingly enough, some people report receiving job offers after first being rejected because they sent a thank-you letter. This letter serves as a reminder to the employer of your job interview and your interest in the job.

Sample Thank You Letter

180 Main Street
Poughkeepsie, New York 12601
March 14, 1991

Mr. John Adams
Personnel Manager
Whitaker Publishing Company
182 West Meridian Street
Poughkeepsie, New York 12601

Dear Mr. Adams:

Thank you for the interview conducted at your office on March 11 regarding the position of Secretary. I enjoyed meeting you, and I would like to take this opportunity to express my appreciation for the courtesy and consideration extended to me.

I am still very interested in the position, and the interview increased my enthusiasm for the job. Please advise if your office desires any additional information or clarifying data. I am available for additional interviews.

Your consideration of my application is sincerely appreciated.

Very truly yours,

Mary R. Poston

INTERVIEW CHECKLIST

Use this list to help you with pre-interview planning and follow-up.

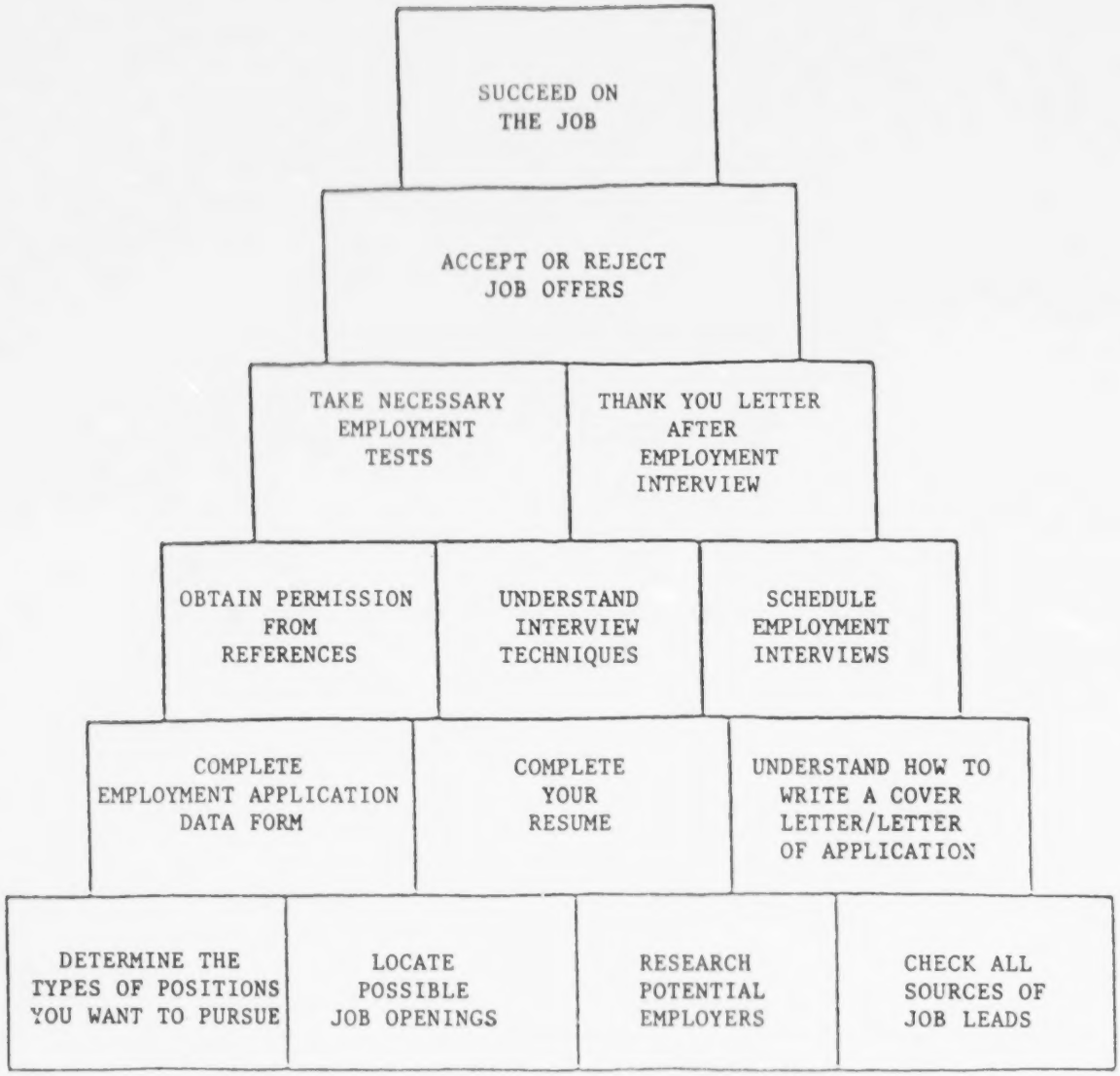
*Do your homework on the Company.
*Prepare appropriate questions to ask.
*Prepare for questions you may be asked.
*Dress appropriately and be well groomed.
*Learn directions to interview location.
*Plan to arrive about fifteen minutes early.
*Bring extra copies of your resume.
*Bring work samples where appropriate.
*Shake hands firmly and sit only when asked.
*Be relaxed but look alert and interested.
*Maintain eye contact with the interviewer(s).
*Support your answers with specific examples. Do not over elaborate.
*Respond concisely.
*Be sure you understand the question before you answer.
*Ask the interviewer if you have given sufficient information.
*Volunteer information *only* if it is positive and pertinent.
*Allow the interviewer to control the interview.
*Watch for opportunities to sell your skills.
*Be prepared to discuss current salary and salary expectations.
*Avoid using negative terms -- substitute *challenge* or *opportunity* for *problem.*
*Ask questions that reveal your knowledge of the company.
*Learn to read the interviewer's signals.
*Close when appropriate and thank the interviewer.
*Set a date for follow-up.
*Never forget that your objective is to get a job offer.
*Send a thank you or follow-up letter.

In a survey of 1,695 employers, the following reasons were given for rejecting job applicants:

1. Appearance is not suitable for the work they are seeking.
2. Poorly completed application form.
3. Little interest in or poor reasons for wanting a job.
4. Applicant has a past history of job hopping.
5. Inability of applicant to communicate during the interview.
6. Immaturity.
7. The wages asked are unrealistic.
8. Poor projection of personality.
9. Lack of job related skills.
10. Overemphasis on money and fringe benefits.
11. Poor school record and attendance.
12. Late for interview without good reason.
13. Taking friends along to interview.

All of us have some unique talents we should have confidence in. It is important to be aware of your strengths and utilize them to the fullest extent in your job search.

Good Luck With Your Job Search!


SUCCEED ON THE JOB
ACCEPT OR REJECT JOB OFFERS
TAKE NECESSARY EMPLOYMENT TESTS
THANK YOU LETTER AFTER EMPLOYMENT INTERVIEW
OBTAIN PERMISSION FROM REFERENCES
UNDERSTAND INTERVIEW TECHNIQUES
SCHEDULE EMPLOYMENT INTERVIEWS
COMPLETE EMPLOYMENT APPLICATION DATA FORM
COMPLETE YOUR RESUME
UNDERSTAND HOW TO WRITE A COVER LETTER/LETTER OF APPLICATION
DETERMINE THE TYPES OF POSITIONS YOU WANT TO PURSUE
LOCATE POSSIBLE JOB OPENINGS
RESEARCH POTENTIAL EMPLOYERS
CHECK ALL SOURCES OF JOB LEADS

JOB FINDING PYRAMID